



Urgent Field Safety Notice (FSN)

Date 31st March 2017

Karma Mobility – Castors on Flexx HD wheelchair

Ref: KAR8907

Background

Karma Medical have found that the castors supplied with the Flexx HD wheelchairs with the following serial numbers can break during use.

This FSN relates to wheelchairs with the following serial numbers purchased before 1st August 2015, wheelchairs supplied after this date have had the castors upgraded. We have contacted the retailers with affected wheelchairs and provided replacement parts.

TM14-A15426 – TM14-A15430
TM14-A15441 – TM14-A15445
TM14-A15431 – TM14-A15435
TM14-A15446 – TM14-A15450
TM14-A15436 – TM14-A15440
TM14-A15451 – TM14-A15455
TM15-A10969 – TM15-A10973
TM15-A02900 – TM15-A02904
TM15-A02905 – TM15-A02909
TM15-A02910 – TM15-A02914
TM15-A02915 – TM15-A02919
TM15-A02920 – TM15-A02924
TM15-A02925 – TM15-A02929

Urgent action required

We have contacted the retailers with affected wheelchairs and provided replacement parts for wheelchairs supplied with defective castors. Please pass this FSN to all relevant people in your organisation.

If you would like confirmation that your wheelchair has been modified or have any questions please contact us on **0845 630 3436** or e-mail info@karmamobility.co.uk Please accept our apologies for any inconvenience caused.

This FSN has been sent to the MHRA and HPRA. Please confirm receipt of this FSN by return e-mail.

Thank you in anticipation.

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